How can we help?

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| --- | --- | --- |
| [**Account**](http://docs.google.com/help.php#A) | [**Products**](http://docs.google.com/help.php#P) | [**Delivery**](http://docs.google.com/help.php#D) |

# FREQUENTLY ASKED QUESTIONS

# Account

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| How do I create an account?  Please go to the Register page and complete the form there. | How do I delete my account?  In order to delete your account, simply contact us, via the online platform and the contact form on our site. Important: When we delete your account, we will no longer hold any information about your account |
| Why can't i access my account?  We kindly ask you to verify these few steps:  – Username and password are correctly filled in.  – There are no internet problems  If not please contact us. | How many devices can be simultaneously connected to the account?  It is actually not possible to be connected with several devices simultaneously, if you need an additional account, don’t hesitate to contact us. |

[**Got a question?**](http://docs.google.com/help.php#CU)

[**If you can't see it, Please Drop us a message!**](http://docs.google.com/help.php#CU)

# Products

|  |  |
| --- | --- |
| Where are your products shipped from?  We ship from 6 warehouses around Sri lanka . With so many shipping centers across the country, we provide some of the fastest, most affordable delivery options in the industry. | Can I exchange my order?  We do not offer exchanges at this time. If you’d like to make an exchange, simply contact us. |
| What do I do if my order is damaged?  We are so sorry to hear that your order arrived in less than pristine condition! Please let us make it right. Our customer service team will be more than happy to assist with processing a replacement order or issuing a refund. | How do I return my order?  Returns are accepted for all items only within 30 days of purchase. |

[**Got a question?**](http://docs.google.com/help.php#CU)

[**If you can't see it, Please Drop us a message!**](http://docs.google.com/help.php#CU)

# Delivery

|  |  |
| --- | --- |
| Can you ship internationally or process international credit cards?  At this time we do not offer international shipping and cannot accept credit cards from outside of Sri lanka. | How long will it take me to get my order?  For standard shipping, you should receive your order within 4-5 business days |
| Why did I only receive part of my order?  Don't worry, it's on its way! While we do our best to ship all orders in one package, there are times when orders will ship from multiple warehouses. | Can I expedite my shipping?  Yes! We offer expedited shipping options within checkout. |

[**Got a question?**](http://docs.google.com/help.php#CU)

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### CONTACT US

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